# CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

POL-10   Clustome: Service Record - EDI   POL-10   Clustome: Service Record - EDI   POL-10   Clustome: Service Record - EDI   POL-10   P		PRE-ORDERING	1	Α	Actual Performa	nce	
PO-1-01   Customer Service Record - CDIBA   Party plas - 4 Seconds   UD   UD   2-51	Metric #		Standard	ВА	CLEC	Difference	Observations
PO-1-01			,				
PO-1-122   Due Date Availability - CORDA   Po-1-122   Po-1-122   Po-1-123   Po-1-123   Po-1-124						3.89	
PO-1-02						2.51	
PO-1-03						2.01	
PO-0-104						-0.45	
PO-1-04							
PO-1-05   Telephone Number Availability & Reservation - CORBA   Party plus < 4 Seconds   D.   U.D.   U.D.   U.D.   V.D.   V.D.						2.56	
Pol-105						-0.43	
PO-1-06   Facility Availability (Loop Qualification) - EDI						-0.43	
PO-1-07   Rejected Query - CDR   Party plas < 4 Seconds   DD   DD   PO-1-07   PO-1-08   % Timeouts - EDI   Port							
Pol-147							
PO-1-08 PO-1-09 PO-1-09 Port CORRA PO-1-09 Port CORRA Port May Timeouts = EDI PO-1-09 Port CORRA Port May Timeouts = CORRA Port May Timeouts = EDI PO-1-09 Port May Timeouts = EDI PO-1-09 Port May Timeouts = EDI PO-2-01 PO-2-01 POSS Interf. Avail = Total = CORBA POSS Interf. Avail = Total = CORBA POSS Interf. Avail = Total = CORBA PO-2-01 POSS Interf. Avail = Total = CORBA PO-2-01 POSS Interf. Avail = Total = CORBA PO-2-01 POSS Interf. Avail = Total = Pre-order/Order WEB GUI PO-2-01 POSS Interf. Avail = Prote Pre-Order/Order WEB GUI PO-2-01 POSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-02 POSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-03 POSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-03 QOSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-03 QOSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-03 QOSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-03 QOSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-03 QOSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-03 QOSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-03 QOSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-03 QOSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-03 QOSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-03 QOSS Interf. Avail = Premail = Premail = Pre-order/Order WEB GUI PO-2-03 QOSS Interf. Avail = Premail = Pre-order/Order WEB GUI PO-2-03 QOSS Interf. Avail = Premail = Premai						1.87	
PO-1-08				UD			
Port-1-99						-	
Parsed CSR - CORBA				0.11		5.88	
PO-2-01   OSS Interf. Avail Total - EDI   OSS Interf. Avail Total - CORBA   OSS Interf. Avail Total - CORBA   OSS Interf. Avail Total - CORBA   OSS Interf. Avail Total - Maint. Web GUI (RETAS)   24 hours x 7 days   99.44   123360   OSS Interf. Avail Total - Pro-Ose Oss Interf. Avail Total - Pro-Ose Oss Oss Oss Oss Oss Oss Oss Oss Oss						0.00	
PO2-201   OSS Interf, Avail. — Total - EDI   24 hours x 7 days   99,10   167040   PO2-201   OSS Interf, Avail. — Total - CORBA   24 hours x 7 days   99,44   126360   PO2-201   OSS Interf, Avail. — Total - Pre-order/Order WEB GUI   PO2-202   OSS Interf, Avail. — Total - Pre-order/Order WEB GUI   PO2-202   OSS Interf, Avail. — Prime Time - CORBA   99,65   167040   PO2-202   OSS Interf, Avail. — Prime Time - CORBA   99,65   167040   PO2-202   OSS Interf, Avail. — Prime Time - CORBA   99,65   167040   PO2-202   OSS Interf, Avail. — Prime Time - CORBA   99,65   103680   PO2-203   OSS Interf, Avail. — Prime Time - Pre-order/Order WEB GUI   PO2-203   OSS Interf, Avail. — Prime Time - Pre-order/Order WEB GUI   PO2-203   OSS Interf, Avail. — Non-Prime - CORBA   103680   PO2-203   OSS Interf, Avail. — Non-Prime - CORBA   103680   PO2-203   OSS Interf, Avail. — Non-Prime - CORBA   103680   PO2-203   OSS Interf, Avail. — Non-Prime - CORBA   103680   PO2-203   OSS Interf, Avail. — Non-Prime - CORBA   103680   PO2-203   OSS Interf, Avail. — Non-Prime - CORBA   103680   PO2-203   OSS Interf, Avail. — Non-Prime - CORBA   103680   PO2-203   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-3 - Average Notification of Interface Outage   Average Notificati					•		
PO2-201   OSS Interf. Avail. — Total + CORBA   24 hours x 7 days   99.45   126360   PO2-201   OSS Interf. Avail. — Total + Pre-order/Order WEB GUI   24 hours x 7 days   99.65   167040   PO2-202   OSS Interf. Avail. — Prime Time - EDI   24 hours x 7 days   99.65   167040   PO2-202   OSS Interf. Avail. — Prime Time - EDI   24 hours x 7 days   99.65   167040   PO2-202   OSS Interf. Avail. — Prime Time - EDI   24 hours x 7 days   99.65   167040   PO2-202   OSS Interf. Avail. — Prime Time - Walnt. Web GUI (RETAS)   99.63   77760   PO2-203   OSS Interf. Avail. — Prime Time - Pre-order/Order WEB GUI   99.95%   99.65   103660   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-204   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-204   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI			•			, ,	
PO2-201   OSS Interf, Avail. — Total = Maint, Web GUI (RETAS)   24 hours x 7 days   99.65   167040   PO2-202   OSS Interf, Avail. — Total = Pre-order/Order WEB GUI   24 hours x 7 days   99.65   167040   PO2-202   OSS Interf, Avail. — Prime Time - EDI   99.65   167040   PO2-202   OSS Interf, Avail. — Prime Time - CORRA   103880   PO2-203   OSS Interf, Avail. — Prime Time - Maint, Web GUI (RETAS)   99.95%   99.94   103880   PO2-203   OSS Interf, Avail. — Prime Time - Pricarder/Order WEB GUI   PO2-203   OSS Interf, Avail. — Non-Prime - CORRA   PO2-203   OSS Interf, Avail. — Non-Prime - CORRA   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-203   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf, Avail. — Non-Prime - Pre-order/Order WEB GUI   PO2-305   OSS Interf,						- I	
PO2-201 OSS Interf. Avail. — Prime Time - EDI PO2-202 OSS Interf. Avail. — Prime Time - EDI PO2-203 OSS Interf. Avail. — Prime Time - CORBA PO2-203 OSS Interf. Avail. — Prime Time - CORBA PO2-204 OSS Interf. Avail. — Prime Time - Maint. Web GUI (RETAS) PO2-205 OSS Interf. Avail. — Prime Time - Maint. Web GUI (RETAS) PO2-206 OSS Interf. Avail. — Non-Prime - EDI PO2-207 OSS Interf. Avail. — Non-Prime - EDI PO2-208 OSS Interf. Avail. — Non-Prime - CORBA PO2-209 OSS Interf. Avail. — Non-Prime - Maint. Web GUI (RETAS) PO2-209 OSS Interf. Avail. — Non-Prime - Maint. Web GUI (RETAS) PO2-209 OSS Interf. Avail. — Non-Prime - Maint. Web GUI (RETAS) PO2-209 OSS Interf. Avail. — Non-Prime - Maint. Web GUI (RETAS) PO2-209 OSS Interf. Avail. — Non-Prime - Prime - Maint. Web GUI (RETAS) PO2-209 OSS Interf. Avail. — Non-Prime - Prime - Maint. Web GUI (RETAS) PO2-209 OSS Interf. Avail. — Non-Prime - Prime - Maint. Web GUI (RETAS) PO2-209 OSS Interf. Avail. — Non-Prime - Prime - Maint. Web GUI (RETAS) PO2-209 OSS Interf. Avail. — Non-Prime - Prime - Maint. Web GUI (RETAS) PO2-209 OSS Interf. Avail. — Non-Prime - Prime - Maint. Web GUI (RETAS) PO2-209 OSS Interf. Avail. — Non-Prime - Prime - Maint. Web GUI (RETAS) PO2-209 OSS Interf. Avail. — Non-Prime - Prime - Maint. Web GUI (RETAS) PO2-209 OSS Interf. Avail. — Non-Prime - Prime - Maint. Web GUI (RETAS) PO2-300 OSS Interf. Avail. — Non-Prime - Prime - Maint. Web GUI (RETAS) PO2-401 Web Guitard - Non-Prime - Prime - Maint. Web Guitard - Non-Prime - Prime - Prime - Prime - Maint. Web Guitard - Non-Prime - Prime -							
PO2-02   OSS Interf, Avail Prime Time - EDI							
PO2-02     OSS Interf. Avail. – Prime Time - CORBA     PO2-02     OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)     PO2-03     OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI     PO2-03     OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI     PO2-03     OSS Interf. Avail. – Non-Prime - CORBA     PO2-03     OSS Interf. Avail. – Non-Prime - CORBA     PO2-03     OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI     PO2-03     OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI     PO2-03     OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI  PO3-04     OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI  PO4-05     OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI  PO5-01  PO5-01  PO5-01  PO5-01  PO5-01  PO5-01  PO5-01  PO6-01  Software Problem Resolution Timeliness  PO7-01  Software Validation  PO7-02  Belay His. – SiV Res. – Change - Xactions Failed, No Workaround     Delay His. – SiV Res. – Change - Xactions Failed, No Wirkar UID  PO7-03  Delay His. – SiV Res. – Change - Xactions Failed, No Wirkar UID  Change Notification*  PO4-01  W Notices Sent on Time - Emergency Maint.  PO4-01  W Notices Sent on Time - Emergency Maint.  PO4-01  W Notices Sent on Time - Emergency Maint.  PO4-02  Change Mgmt. Notice – Delay 1-7 Days – Emergency Maint.  PO4-02  Change Mgmt. Notice – Delay 1-7 Days – Regulatory  PO4-02  Change Mgmt. Notice – Delay 1-7 Days – Regulatory  PO4-03  Change Mgmt. Notice – Delay 1-7 Days – Regulatory  PO4-04-02  Change Mgmt. Notice – Delay 1-7 Days – Regulatory  PO4-03  Change Mgmt. Notice – Delay 8- Days – Regulatory  PO4-03  Change Mgmt. Notice – Delay 8- Days – Regulatory  PO4-03  Change Mgmt. Notice – Delay 8- Days – Regulatory  PO4-03  Change Mgmt. Notice – Delay 8- Days – Regulatory  PO4-03  Change Mgmt. Notice – Delay 8- Days – Regulatory  PO4-03  Change Mgmt. Notice – Delay 8- Days – Regulatory  PO4-03  Change Mgmt. Notice – Delay 8- Days – Regulatory  PO4-03  Change Mgmt. Notice – Delay 8- Days – Regulatory  PO4-03  Change Mgmt. No							
PO2-202   OSS Interf. Avail. = Prime Time = Pre-order/Order WEB GU							
PO2-03							
PO2-203			>=99.5%				
PO2-03   OSS Interf. Avail. — Non-Prime - Maint. Web GUI (RETAS)   OSS Interf. Avail. — Non-Prime - Pre-order/Order WEB GUI   Solitor			(40414 0410 14 0 411				
PO-2-03   OSS Interf. Avail Non-Prime - Pre-order/Order WEB GUI   99.84   63380							
PO-5-01   PO-5-01   PO-5-01   PO-6-01   PO-6-01   PO-6-01   Software Validation   PO-6-01   Software Validation   PO-7-02   Software Problem Resolution Timeliness   PO-7-02   Delay Hrs SW Res Change - Xactions Failed, No Workaround   48 hours   UD   PO-7-03   Delay Hrs SW Res Change - Xactions Failed, No Wiff Workaround   10 days   UD   PO-7-04   PO-7-04   PO-7-05   PO-7-05   PO-7-05   PO-7-06   PO-7-06   PO-7-06   PO-7-07   PO-7-07   PO-7-07   PO-7-08   PO-7-08   PO-7-09   PO-			Day Sunday & Holidays			1	
PO-5-01   Average Notice of Interface Outage	10200	COC III.OH. //Vaii.   Noir Filinic   Fic Glaci/Glaci WED CO	┛		00.04		00000
PO-6-01   Software Validation   Software Validation   Software Validation   Software Validation   Software Problem Resolution Timeliness			_			_	
PO-6-01   Software Validation	PO-5-01	Average Notice of Interface Outage	<20 minutes		14.18	]	11
PO-6-01 Software Validation		PO-6 - Software Validation					
PO-7-01   % Software Problem Res. Timeliness   PO-7-02   Delay Hrs SW Res Change - Xactions Failed, No Workaround   48 hours   UD   PO-7-03   Delay Hrs SW Res Change - Xactions Failed, With Workaround   10 days   UD   PO-7-04   Delay Hrs Failed/Rejected Test Deck - Xactions Failed, No W/A   48 hours   UD   PO-7-04   Delay Hrs Failed/Rejected Test Deck - Xactions Failed, No W/A   48 hours   UD   PO-7-04   Delay Hrs Failed/Rejected Test Deck - Xactions Failed, No W/A   48 hours   UD   PO-7-05   PO-7-	PO-6-01		<= 5%		UD	1 1	
PO-7-01			1-070		- 02		
PO-7-02   Delay Hrs S/W Res Change - Xactions Failed, No Workaround   48 hours   10 days   UD   UD   UD   UD   UD   UD   UD   U			_				
PO-7-03							
Delay Hrs Failed/Rejected Test Deck - Xactions Failed, No W/A							
PO-4-01						-	
PO-4-Timeliness of Change Management Notice  PO-4-01  % Notices Sent on Time - Emergency Maint.  PO-4-01  % Notices Sent on Time - Regulatory  PO-4-01  % Notices Sent on Time - Regulatory  PO-4-01  % Notices Sent on Time - BA Orig.  PO-4-01  % Notices Sent on Time - BA Orig.  PO-4-01  % Notices Sent on Time - TC Orig.  PO-4-02  Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.  PO-4-02  Change Mgmt. Notice - Delay 1-7 Days - Regulatory  PO-4-02  Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.  PO-4-02  Change Mgmt. Notice - Delay 1-7 Days - BA Orig.  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Ind. Std.  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Ind. Std.  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Ind. Std.  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Bays	FO-7-04	Delay Fils Falled/Rejected Test Deck - Additions Falled, No W/A	46 Hours		OD		
PO-4-Timeliness of Change Management Notice  PO-4-01  % Notices Sent on Time - Emergency Maint.  PO-4-01  % Notices Sent on Time - Regulatory  PO-4-01  % Notices Sent on Time - Regulatory  PO-4-01  % Notices Sent on Time - BA Orig.  PO-4-01  % Notices Sent on Time - BA Orig.  PO-4-01  % Notices Sent on Time - TC Orig.  PO-4-02  Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.  PO-4-02  Change Mgmt. Notice - Delay 1-7 Days - Regulatory  PO-4-02  Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.  PO-4-02  Change Mgmt. Notice - Delay 1-7 Days - BA Orig.  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Ind. Std.  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Ind. Std.  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Ind. Std.  PO-4-03  Change Mgmt. Notice - Delay 8+ Days - Bays			_				
PO-4-01         % Notices Sent on Time - Emergency Maint.         > = 95% and no delayed         100.00         5           PO-4-01         % Notices Sent on Time - Regulatory         > = 95% and no delayed         100.00         1           PO-4-01         % Notices Sent on Time - BA Orig.         NA         NA         NA           PO-4-01         % Notices Sent on Time - TC Orig.         NA         100.00         3           PO-4-01         % Notices Sent on Time - TC Orig.         NA         NA         NA           PO-4-01         % Notices Sent on Time - TC Orig.         NA         NA         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.         NA         NA         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Regulatory         If Period not set, default to Ind. Std. Time         NA         NA           PO-4-02         Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.         Notification before Implementation         NA         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.         Notification before Implementation         NA         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Ind. Std.         Notification before Implementation         NA         NA           PO-4-03         C		Change Notification*					
PO-4-01         % Notices Sent on Time - Emergency Maint.         > = 95% and no delayed         100.00         5           PO-4-01         % Notices Sent on Time - Regulatory         > = 95% and no delayed         100.00         1           PO-4-01         % Notices Sent on Time - BA Orig.         NA         NA         NA           PO-4-01         % Notices Sent on Time - TC Orig.         NA         100.00         3           PO-4-01         % Notices Sent on Time - TC Orig.         NA         NA         NA           PO-4-01         % Notices Sent on Time - TC Orig.         NA         NA         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.         NA         NA         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Regulatory         If Period not set, default to Ind. Std. Time         NA         NA           PO-4-02         Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.         Notification before Implementation         NA         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.         Notification before Implementation         NA         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Ind. Std.         Notification before Implementation         NA         NA           PO-4-03         C			<del>-</del>				
PO-4-01         % Notices Sent on Time - Regulatory         > = 95% and no delayed notices and documentation         100.00         1           PO-4-01         % Notices Sent on Time - Industry Standard         NA         0         3           PO-4-01         % Notices Sent on Time - BA Orig.         NA         100.00         3           PO-4-01         % Notices Sent on Time - TC Orig.         NA         NA         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Regulatory         NA         NA         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.         >=66 days         NA         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - TC Orig.         >=66 days         NA         NA           PO-4-02         Change Mgmt. Notice - Delay 8+ Days - TC Orig.         >=66 days         NA         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Regulatory         If Period not set, default to Ind. Std. Time         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Regulatory         If Period not set, default to Ind. Std. Time         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - BA Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - BA Orig.         >=66 days	DO 4.04		<b></b>		100.00	, ,	
PO-4-01 % Notices Sent on Time - Industry Standard PO-4-01 % Notices Sent on Time - BA Orig. PO-4-01 % Notices Sent on Time - TC Orig. PO-4-02 Change Mgmt. Notice - Delay 1-7 Days - Regulatory PO-4-02 Change Mgmt. Notice - Delay 1-7 Days - Regulatory PO-4-02 Change Mgmt. Notice - Delay 1-7 Days - Regulatory PO-4-02 Change Mgmt. Notice - Delay 1-7 Days - BA Orig. PO-4-02 Change Mgmt. Notice - Delay 1-7 Days - BA Orig. PO-4-03 Change Mgmt. Notice - Delay 1-7 Days - Regulatory PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Regulatory PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Regulatory PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Regulatory PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ind. Std. PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ind. Std. PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ba Orig. PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ba Orig. PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ba Orig. PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ba Orig. PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ba Orig. PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ba Orig. PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ba Orig. PO-4-03 Change Mgmt. Notice - Delay 8+ Days - TC Orig.			050/ and and deleted			4 l	
PO-4-01         % Notices Sent on Time - BA Orig.         over 8 days         100.00         3           PO-4-01         % Notices Sent on Time - TC Orig.         NA         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Regulatory         If Period not set, default to Ind. Std. Time         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.         >=66 days         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - BA Orig.         >=66 days         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - TC Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.         Notification before Implementation         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Regulatory         If Period not set, default to Ind. Std. Time         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Ind. Std.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - BA Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - BA Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - BA Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Da						1	1
PO-4-01         % Notices Sent on Time - TC Orig.         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Regulatory         Motification before Implementation         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Regulatory         If Period not set, default to Ind. Std. Time         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.         >=66 days         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - TC Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.         Notification before Implementation         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Regulatory         If Period not set, default to Ind. Std. Time         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Ind. Std.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - BA Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - BA Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - TC Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - TC Orig.         >=66 days         NA							3
PO-4-02 Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.  PO-4-02 Change Mgmt. Notice - Delay 1-7 Days - Regulatory  PO-4-02 Change Mgmt. Notice - Delay 1-7 Days - Regulatory  PO-4-02 Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.  PO-4-02 Change Mgmt. Notice - Delay 1-7 Days - BA Orig.  PO-4-03 Change Mgmt. Notice - Delay 1-7 Days - TC Orig.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ind. Std.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ind. Std.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ind. Std.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - BA Orig.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - BA Orig.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - BA Orig.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - TC Orig.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - TC Orig.  NA  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - TC Orig.						1	-
PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Regulatory         If Period not set, default to Ind. Std. Time         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.         >=66 days         NA           PO-4-02         Change Mgmt. Notice - Delay 1-7 Days - TC Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.         Notification before Implementation         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Regulatory         If Period not set, default to Ind. Std. Time         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Ind. Std.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - BA Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - TC Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - TC Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - TC Orig.         >=66 days         NA	PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation		NA	]	
PO-4-02 Change Mgmt. Notice - Delay 1-7 Days - BA Orig. PO-4-03 Change Mgmt. Notice - Delay 8 + Days - Energency Maint. PO-4-03 Change Mgmt. Notice - Delay 8 + Days - Regulatory PO-4-03 Change Mgmt. Notice - Delay 8 + Days - Regulatory PO-4-03 Change Mgmt. Notice - Delay 8 + Days - Ind. Std. PO-4-03 Change Mgmt. Notice - Delay 8 + Days - Ind. Std. PO-4-03 Change Mgmt. Notice - Delay 8 + Days - BA Orig. PO-4-03 Change Mgmt. Notice - Delay 8 + Days - TC Orig.  PO-4-03 Change Mgmt. Notice - Delay 8 + Days - TC Orig.  >=66 days NA    Poid on time   Na   Na			If Period not set, default to Ind. Std. Time			1 l	
PO-4-02 Change Mgmt. Notice - Delay 1-7 Days - TC Orig.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ind. Std.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - BA Orig.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - TC Orig.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - TC Orig.  >=66 days  NA  NA  >=66 days  NA  NA  >=66 days  NA							
PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Regulatory  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - Ind. Std.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - BA Orig.  PO-4-03 Change Mgmt. Notice - Delay 8+ Days - TC Orig.  NA  NA  S=66 days  NA  NA  S=66 days  NA  NA  NA						- I	
PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Regulatory         If Period not set, default to Ind. Std. Time         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - BA Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - TC Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - TC Orig.         >=66 days         NA			,			<del> </del>	
PO-4-03         Change Mgmt. Notice - Delay 8+ Days - Ind. Std.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - BA Orig.         >=66 days         NA           PO-4-03         Change Mgmt. Notice - Delay 8+ Days - TC Orig.         >=66 days         NA						1	
PO-4-03 Change Mgmt. Notice - Delay 8+ Days - BA Orig. PO-4-03 Change Mgmt. Notice - Delay 8+ Days - TC Orig.  >=66 days >=66 days NA						1	
PO-4-03 Change Mgmt. Notice - Delay 8+ Days - TC Orig. >=66 days NA	PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.			NA		
continued	PO-4-03				NA	j l	
		continued					

Performance Standards and Reports Interim Guidelines February 2000 Bell Atlantic - Massachusetts

Legend Notations defined on Legend sheet - last page

# CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING continued

	Change Confirmation*	1		
Metric #	Change Commination	Standard	CLEC Perf	CLEC Obs
Wietile #	PO-4 - Timeliness of Change Management Notice	Glandard	OLLO I CII	OLLO ODS
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed	NA	
PO-4-01	% Notices Sent on Time - Ind. Std.	notices and documentation	0.00	1
PO-4-01	% Notices Sent on Time - BA Orig.	over 8 days	NA	
PO-4-01	% Notices Sent on Time - TC Orig.	l	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=45 days	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=45 days	NA NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=45 days	NA NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA O4 OO	
PO-4-03 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std. Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=45 days	64.00 NA	1
PO-4-03 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.  Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=45 days >=45 days	NA NA	
FO-4-03	Change Might. Notice - Delay 6+ Days - TC Ong.	>=45 days	INA	
	TROUBLE REPORTING (OSS)	1		
	TROOBLE REPORTING (000)	ı	Actual Performance	
	MR-1 - Response Time OSS Maintenance Interface		BA CLEC Difference	
MR-1-01	Create Trouble	Parity plus < 4 Seconds	7.68 5.30 -2.38	1292
MR-1-02	Status Trouble	Parity plus < 4 Seconds	3.62 2.30 -1.32	54
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	7.68 6.00 -1.68	1
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	8.56 6.78 -1.78	109
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	0.56 5.78 5.22	449
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	66.82 46.39 -20.43	2615
				<u> </u>
	BU 1 012	•		
	BILLING			
	BI-1 - Timeliness of Daily Usage Feed	•		
BI-1-01	% DUF in 3 Business Days		95.39	30327483
BI-1-02 BI-1-03	% DUF in 4 Business Days % DUF in 5 Business Days	95% in 4 Business Days	98.50 98.61	
BI-1-03 BI-1-04	% DUF in 8 Business Days		98.78	
DI-1-04	78 DOI III 8 Business Days	ı	96.76	
	BI-2 - Timeliness of Carrier Bill			
BI-2-01	Timeliness of Carrier Bill **	98% in 10 Business Days	30.65	186
5.20.	Time most of Carrier Sin	5070 iii 10 Buoineed Buye	00.00	.00
	BI-3 - Billing Accuracy			
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	1.82 1.51	17,043,701
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	UD UD	, , , , ,
	· · · · · · · · · · · · · · · · · · ·	•		
		_		
	OPERATOR SERVICES & DATABASES			
		-		
	OD-1 - Operator Services - Speed of Answer	_		
OD-1-01	Average Speed of Answer – Operator Services - NE OSC	Parity with BA Retail	2.5 1.5	26570
OD-1-02	Average Speed of Answer – Directory Assistance - NE OSC	Parity with BA Retail	2.6 0.7	347655
				<del></del>

Performance Standards and Reports Interim Guidelines February 2000 Bell Atlantic - Massachusetts

Legend Notations defined on Legend sheet - last page

## CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

No.   Po.   Po.		RESALE Pre-Ordering		01504	0150 A
Pol-3-01   Privation Stand of Artisenting - Ordering Series   Pol-3-02   Pol-3-02   Pol-3-03   Pol-3-04   Po	Metric #	PO-3 - Contact Center Availability	Standard		
PO-2-50    Newgoes peed of American (Earlier)   Po-2-50   Newgoes peed of American (Earlier)   Po-2-50   POTS & Pre-qualified Complex. Electronically Submitted		Average Speed of Answering – Ordering (secs)	F		0005
POTS & Pre-qualified Complex - Electronically Submitted			80% within 30 Seconds		8335
OR. 1- 00t	PO-3-04	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	63.68	79551
OR. 1-01		POTS & Pre-qualified Complex - Electronically Submitted			
SR-1-02   Sp. On Time LERC - Flow Through			_		
Ref   100			95% within 2 Hours		4700
OR -1 -05			95% within 24 Hours		4606
OR.2 - Roject Timutines   OR.2 - Roject Timutines   OR.2 - Roject Timutines   OR.2 -	OR-1-05	Average LSRC Time >= 10 Lines		0.58	
Receipt   Rece	OR-1-06		95% within 72 Hours	100.00	2
Record   R		Average Local Service Request (LSR) Reject - Time (Flow Through)	E		
R-2-65			95% within 2 Hours		3346
Complex Services - Electronically Submitted			95% within 24 Hours		2623
OR -1 - Order Confirmation Timeliness   OR -1-04			95% within 72 Hours		21
OR -1 - Order Confirmation Timeliness   OR -1-04		Complex Services - Electronically Submitted			
Ref-1-33					
RR-1-05   Average LSRC Time >= 10 Lines   NA		Average LSRC Time < 10 Lines	<u>.</u> [		
OR-2-03			95% within 72 Hours		
RR-2-03	OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
Section   Sect	OR-2-03		Г	NA I	
POTS / Special Services - Aggregate   POTS / Special Services - Aggregate	OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	NA	
OR-3-01         OR-3 - Parcent Rejects         No Standard         54.04         11109           OR-4-01         OR-4 - Timeliness of Completion Notice - Average Response Time         55.00			95% within 72 Hours		
OR-3-01         OR-3 - Parcent Rejects         No Standard         54.04         11109           OR-4-01         OR-4 - Timeliness of Completion Notice - Average Response Time         0.0		DOTO (Outsid Outsides Assessed			
OR-3-01   % Rejects					
CR-4-01   Completion Notice - Average Response Time   CR-4-03   Completion Notice - No Time   September   Completion Notice - No Time   September	OR-3-01		No Standard	54.04	11109
CRR-4-02   Completion Notice - % On Time   99% by next bus. day at noon   99.65   76.35		OR-4 - Timeliness of Completion Notification	_		
OR-4-03   % Orders Excluded from % On Time Measurement   OR-4-05   Work Completion Notice — Average Response Time   OR-4-05   OR-4-05			95% by next bus, day at noon		7635
OR-4-05   Work Completion Notice — % On Time   95% by next bus. day at noon   100.00   7888	OR-4-03	% Orders Excluded from % On Time Measurement		UD	
OR-5-01   % Flow Through - Total   No Standard Developed   S0.5.1   930.5			95% by next bus. day at noon		7888
OR-5-02   % Flow Through - Simple   95%   UD   9305		OR-5 - Percent Flow-Through	_		
Westername					
OR-6-01	OR-5-03		95%	UD	
OR-6-02   % Accuracy - Opportunities*   95% Orders without Errors   86.88   8981	OR-6-01		95% Orders without Errors	58.44 I	397
Special Services - Electronically Submitted	OR-6-02	% Accuracy – Opportunities*	95% Orders without Errors	86.88	8981
OR-1- Order Confirmation Timeliness	OK-0-03	% Accuracy - Lond	95% Orders without Errors	94.40	200
OR-1-03		Special Services - Electronically Submitted			
OR-1-03			_		
OR-1-03			F		
OR-1-04	OR-1-03	Average ASRC Time < 10 Lines DS1			
OR-1-04       % On Time ASRC < 10 Lines DS1	OR-1-04	% On Time LSRC < 10 Lines		99.14	233
OR-1-04					
OR-1-05	OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours		
OR-1-05	OR-1-05	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-06	OR-1-05	Average ASRC Time >= 10 Lines DS3	_	UD	
OR-1-06 OR-1-06     % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3     95% within 72 Hours 95% within 72 Hours     UD       OR-2 - Reject Timeliness       OR-2-03 OR-2-04     Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines OR-2-05     95% within 48 Hours     13.46 100.00 13 100.00 13 0.00		% On Time LSRC >= 10 Lines			1
OR-2 - Reject Timeliness           OR-2-03         Average LSR Reject Time < 10 Lines	OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-2-03         Average LSR Reject Time < 10 Lines	UK-1-U6		95% Within 72 Hours	טט	
OR-2-05 Average LSR Reject Time >= 10 Lines 0.00		Average LSR Reject Time < 10 Lines	<u></u>		10
OR-2-06 % On Time LSR Reject >= 10 Lines 95% within 72 Hours NA		% On Time LSR Reject < 10 Lines	95% within 48 Hours		13
			L		

## CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES

	POTS - Provisioning - Total	ĺ	Actual	Performance	Number of	Observations			
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-04	PR-1 - Average Interval Offered Average Interval Offered – Dispatch (6-9 Lines)	Parity with BA Retail	7.44	8.15	216	26	6.64	1.38	-0.52
PR-1-05	Average Interval Offered – Dispatch (>= 10 Lines)	Parity with BA Retail	7.78	8.37	174	38	5.87	1.05	-0.56
PR-2-04	PR-2 - Average Completed Interval Average Interval Completed - Dispatch (6-9 Lines)	Parity with BA Retail	6.77	7.95	181	19	5.51	1.33	-0.89
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail	7.38	7.68	137	31	6.05	1.20	-0.25
PR-3-01	PR-3 - Completed within Specified Days  % Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	75.11	55.83	125639	1834		1.02	-18.96
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	84.06	67.83	125639	1834		0.86	-18.85
PR-3-03 PR-3-04	% Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail Parity with BA Retail	89.29 26.78	78.41 8.13	125639 12369	1834 504		0.73 2.01	-14.96 -9.27
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	37.12	20.24	12369	504		2.20	-7.69
PR-3-06 PR-3-07	% Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail Parity with BA Retail	55.31 94.03	48.21 88.79	12369 138008	504 2338		2.26 0.49	-3.14 -10.60
PR-3-08	% Completed in 4 Days (1-5 Lines - Total) % Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	98.00	95.37	125639	1834		0.33	-7.99
PR-3-09 PR-3-10	% Completed in 5 Days (1-5 Lines – Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail Parity with BA Retail	92.22 98.18	91.27 96.19	12369 138008	504 2338		1.22 0.28	-0.78 -7.14
	PR-4 - Missed Appointments		00.10	00.10	100000	2000		0.20	
PR-4-02	Average Delay Days – Total	Parity with BA Retail	2.65	2.89	2527	47	3.75	0.55	-0.43
PR-4-03 PR-4-04	% Missed Appointment – Customer % Missed Appointment – Bell Atlantic – Dispatch	None: Analysis Only Parity with BA Retail	1.50 7.02	1.67 4.57	34742	919		0.85	2.87
PR-4-05	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail	0.04	0.09	199519	5860		0.03	-1.89
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.04		6779			
PR-5-01	PR-5 - Facility Missed Orders  % Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.52	0.32	234261	6779		0.09	2.26
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	0.01 0.00	0.00 0.00	234261 234261	6779 6779		0.01	0.81
11000	PR-6 - Installation Quality	ranty war DA Retail	0.00	0.00	234201	0779			
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	3.29	2.14	212481	14955		0.15	7.62
PR-6-02 PR-6-03	% Installation Troubles reported within 7 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with BA Retail None: Analysis Only	1.88 2.71	1.11 1.20	212481 212481	14955 14955		0.11 0.14	6.68 11.00
	POTS - Business								
	PR-1 - Average Interval Offered								
PR-1-01 PR-1-03	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	1.48 3.33	2.23 3.71	19122 2965	1636 412	2.67 2.41	0.07 0.13	-10.90 -3.00
	PR-2 - Average Completed Interval								
PR-2-01 PR-2-03	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	1.38 3.61	2.20	18704	1591	2.60	0.07	-12.08
F IX-2-03	Average interval completed — Dispatch (1-5 Lines)	Parity with BA Retail	3.01	3.93	2671	361	3.25	0.18	-1.76
	POTS - Residence								
	PR-1 - Average Interval Offered								
PR-1-01 PR-1-03	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	0.76 2.86	1.65 3.54	163377 10679	1278 164	2.10 2.60	0.06 0.20	-15.09 -3.32
F 10-1-03	· · · · · ·	Panty Will BA Retail	2.00	3.34	10079	104	2.00	0.20	-5.52
PR-2-01	PR-2 - Average Completed Interval  Average Interval Completed – Total No Dispatch	Parity with BA Retail	0.73	1.58	162407	1263	1.81	0.05	-16.62
PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	3.07	3.58	9698	143	3.05	0.26	-1.98
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered	l							
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	3.72	2.53	43196	1187	8.25	0.24	4.90
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	1.36	NA	28		2.44		
PR-2-10	PR-2 - Average Completed Interval  Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	3.62	2.57	43096	1183	7.78	0.23	4.58
PR-2-11	Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	1.36	NA	28		2.44		
		1							
	Complex Services								
PR-1-01	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with BA Retail	5.04	3.63	1191	104	3.20	0.33	4.31
PR-1-02	Average Interval Offered – Total No Dispatch  Average Interval Offered – Total Dispatch	Parity with BA Retail	7.53	13.93	584	30	4.24	0.79	-8.06
	PR-2 - Average Completed Interval								•
PR-2-01 PR-2-02	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	5.05 7.58	3.58 11.57	1122 512	104 28	3.22 4.88	0.33 0.95	4.45 -4.21
	PR-4 - Missed Appointments							<u> </u>	
PR-4-02 PR-4-03	Average Delay Days – Total % Missed Appointment – Customer	Parity with BA Retail None: Analysis Only	5.63 7.74	1.00 0.69	76	1	8.22	8.27	0.56
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	5.59	2.86	1144	35		3.94	0.69
PR-4-05 PR-4-08	% Missed Appointment – Bell Atlantic – No Dispatch % Missed Appt. – Customer – Late Order Conf.	Parity with BA Retail None: Analysis Only	0.83	0.00	1441	109 144		0.90	0.92
	PR-6 - Installation Quality					'			
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD					
	continued								

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

Metric #  PR-1-01  PR-1-02  PR-1-06  PR-1-07  PR-1-08  PR-1-10  PR-1-11  PR-2-01  PR-2-02  PR-2-06	PR-1 - Average Interval Offered  Average Interval Offered — Total No Dispatch Average Interval Offered — Total Dispatch Average Interval Offered — DSO Average Interval Offered — DS1 Average Interval Offered — DS1 Average Interval Offered — Disconnects — No Dispatch Average Interval Offered — Disconnects — Dispatch Average Interval Offered — Disconnects — Dispatch  PR-2 - Average Completed Interval Average Interval Completed Interval Average Interval Completed — Total No Dispatch	Standard  Parity with BA Retail	4.72 8.38 10.14 6.99 9.00 4.47 6.00	4.52 8.48 7.21 10.02 NA 5.26 NA	2723 1250 329 1686 2 739	284 75 14 66	Standard Deviation 4.58 4.42 5.85 4.29	0.29 0.53 1.60 0.54	0.70 -0.19 1.84
PR-1-02 PR-1-06 PR-1-07 PR-1-08 PR-1-10 PR-1-11	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch Average Interval Offered – DSO Average Interval Offered – DS1 Average Interval Offered – DS1 Average Interval Offered – DS3 Average Interval Offered – Disconnects – No Dispatch Average Interval Offered – Disconnects – Dispatch Average Completed Interval	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	8.38 10.14 6.99 9.00 4.47	8.48 7.21 10.02 NA 5.26	1250 329 1686 2	75 14 66	4.42 5.85	0.53 1.60	-0.19 1.84
PR-1-02 PR-1-06 PR-1-07 PR-1-08 PR-1-10 PR-1-11	Average Interval Offered — Total Dispatch Average Interval Offered — DS0 Average Interval Offered — DS1 Average Interval Offered — DS3 Average Interval Offered — Disconnects — No Dispatch Average Interval Offered — Disconnects — Dispatch Average Interval Offered — Disconnects — Dispatch  PR-2 - Average Completed Interval	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	8.38 10.14 6.99 9.00 4.47	8.48 7.21 10.02 NA 5.26	1250 329 1686 2	75 14 66	4.42 5.85	0.53 1.60	-0.19 1.84
PR-1-06 PR-1-07 PR-1-08 PR-1-10 PR-1-11 PR-2-01 PR-2-02	Average Interval Offered – DS0 Average Interval Offered – DS1 Average Interval Offered – DS3 Average Interval Offered – Disconnects – No Dispatch Average Interval Offered – Disconnects – Dispatch PR-2 - Average Completed Interval	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	10.14 6.99 9.00 4.47	7.21 10.02 NA 5.26	329 1686 2	14 66	5.85	1.60	1.84
PR-1-07 PR-1-08 PR-1-10 PR-1-11 PR-2-01 PR-2-02	Average Interval Offered – DS1 Average Interval Offered – DS3 Average Interval Offered – Disconnects – No Dispatch Average Interval Offered – Disconnects – Dispatch PR-2 - Average Completed Interval	Parity with BA Retail Parity with BA Retail Parity with BA Retail	6.99 9.00 4.47	10.02 NA 5.26	1686 2	66			
PR-1-08 PR-1-10 PR-1-11 PR-2-01 PR-2-02	Average Interval Offered – DS3 Average Interval Offered – Disconnects – No Dispatch Average Interval Offered – Disconnects – Dispatch PR-2 - Average Completed Interval	Parity with BA Retail Parity with BA Retail	9.00 4.47	NA 5.26	2		4.29	0.54	
PR-1-10 PR-1-11 PR-2-01 PR-2-02	Average Interval Offered – Disconnects – No Dispatch Average Interval Offered – Disconnects – Dispatch  PR-2 - Average Completed Interval	Parity with BA Retail	4.47	5.26					-5.63
PR-1-11 PR-2-01 PR-2-02	Average Interval Offered – Disconnects – Dispatch  PR-2 - Average Completed Interval				739				
PR-2-01 PR-2-02	PR-2 - Average Completed Interval	Parity with BA Retail	6.00	NA		43	3.53	0.55	-1.43
PR-2-02					10		2.16		
PR-2-02									
		Parity with BA Retail	4.57	4.27	2522	266	3.99	0.26	1.17
PR-2-06	Average Interval Completed – Total Dispatch	Parity with BA Retail	8.65	8.53	829	57	5.37	0.74	0.16
	Average Interval Completed – DS0	Parity with BA Retail	10.51	7.21	276	14	12.02	3.29	1.00
PR-2-07	Average Interval Completed – DS1	Parity with BA Retail	6.90	9.77	1487	56	6.59	0.90	-3.20
PR-2-08	Average Interval Completed – DS3	Parity with BA Retail	9.00	NA	2				
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.43	5.26	730	42	3.43	0.54	-1.52
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.90	NA	10		2.23		
	PR-4 - Missed Appointments								
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	1.33	0.25	4286	396		0.60	1.79
PR-4-02	Average Delay Days - Total	Parity with BA Retail	8.54	11.00	57	1	16.67	16.82	-0.15
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	6.91	6.31					
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		396			
	PR-5- Facility Missed Orders								
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.09	0.00	4286	396		0.16	0.57
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	4286	396			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	4286	396			
	PR-6- Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	0.71	0.61	13287	2443		0.18	0.51
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.01	0.00	13287	2443		0.02	0.39

## CLEC Aggregate Performance MAINTENANCE - RESALE / SPECIAL SERVICES

	POTS / Complex - Maintenance		Actual	Performance	Number of C	bservations			
Metric #		Standard	BA	<b>CLEC Aggregate</b>	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate						Deviation		
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	0.99	0.49	4276804	244986		0.02	24.52
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.10	0.10	4276804	244986		0.01	-0.76
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	21.70	6.54			<b>-</b> '		
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.84	0.39	4276804	244986		0.02	23.66
MR-3-01	MR-3 - Missed Repair Appointments  % Missed Repair Appointment – Loop	Parity with BA Retail	12.00	13.55	42491	1196		0.95	-1.63
MR-3-02	% Missed Repair Appointment – Loop  % Missed Repair Appointment – Central Office	Parity with BA Retail	8.36	7.66	42491	248		1.81	0.39
MR-3-02 MR-3-03	% Missed Repair Appointment – Central Office  % CPE/TOK/FOK - Missed Appointment		5.82	8.16	35856	956		0.77	
IVIK-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	5.62	0.10	33030	930		0.77	-3.05
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	19.52	16.42	46608	1444	18.30	0.49	6.34
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	20.28	17.97	42491	1196	18.30	0.54	4.32
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	11.52	9.02	4117	248	16.32	1.07	2.34
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	71.39	81.30	46608	1444		1.21	8.21
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	83.58	76.99	36508	1078		1.14	5.76
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	62.08	51.30	36508	1078		1.50	7.19
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	28.70	19.11	36508	1078		1.40	6.86
	MD 5 Person Translate Persons								
MR-5-01	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Desite with DA Detell	18.88	17.66	46608	1444		4.05	1.17
IVIK-5-U I	% Repeat Reports within 30 Days	Parity with BA Retail	10.00	17.00	40000	1444		1.05	1.17
	Special Services - Maintenance								
	Special Services - Maintenance								
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.27	0.56	449749	17074		0.04	-7.07
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.14	0.18	449749	17074		0.03	-1.28
	MR-4 - Trouble Duration Intervals	Desite with DA Detell	0.07	E 00	1015	0.5	7.00	0.70	4.50
MR-4-01 MR-4-04	Mean Time To Repair – Total	Parity with BA Retail Parity with BA Retail	6.87 96.30	5.63 96.84	1215 1215	95 95	7.33	0.78 2.01	1.58 0.27
MR-4-04 MR-4-06	% Cleared (all troubles) within 24 Hours % Out of Service > 4 Hours		96.30 57.49	96.84 46.24	1215	95		5.32	2.11
		Parity with BA Retail	3.81						
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.81	3.23	1181	93		2.06	0.28
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	17.61	11.58	1215	95		4.06	1.49
	,	•							
	Legend Notations defined on Legend sheet - last page								
	· ·								

# CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

	LINE Dre ordering			
	UNE Pre-ordering	Standard	CLEC Aggregate	CLEC Aggregate
Metric #	PO-3 - Contact Center Availability	Otandard	Performance	Observations
PO-3-01	Average Speed of Answering – Ordering * (secs)	Ī	21.65	
PO-3-02	% Answered within 30 Seconds – Ordering*	80% within 30 Seconds	83.68	19007
PO-3-03	Average Speed of Answering – Repair *& (secs)		43.07	
PO-3-04	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	63.68	79551
	Platform			
	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.02	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	100.00	198
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines	95% within 24 Hours	15.18 96.34	82
OR-1-04	Average LSRC Time >= 10 Lines	3370 Within 24 Flours	NA	0Z
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
	OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)	Ī	0.75	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	94.33	53
OR-2-03	Average LSR Reject Time < 10 Lines		13.08	
OR-2-04 OR-2-05	% On Time LSR Reject < 10 Lines	95% within 24 Hours	90.14 NA	71
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA NA	
	,			<u>.</u>
OR-6-01	OR-6 - Order Accuracy*  % Accuracy - Orders	95% orders without errors	70.90	402
OR-6-02	% Accuracy - Opportunities	95% orders without errors	96.34	5840
OR-6-03	% Accuracy – LSRC	95% orders without errors	95.58	339
		<u>-</u>		
	Loon/Bro qualified Compley/LNB			
	Loop/Pre-qualified Complex/LNP			
	OR-1 - Order Confirmation Timeliness	_		
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.05	
OR-1-02 OR-1-03	% On Time LSRC – Flow Through	95% within 2 Hours	99.43 9.13	4220
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines	95% within 24 Hours	9.13	4865
OR-1-05	Average LSRC Time >= 10 Lines	3370 Within 24 Flours	15.94	4003
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	98.54	206
	OR-2 - Reject Timeliness			
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.04	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	99.39	832
OR-2-03	Average LSR Reject Time < 10 Lines		13.28	
OR-2-04 OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 24 Hours	86.92 20.77	964
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	97.00	100
OR-6-01	OR-6 - Order Accuracy*  % Accuracy - Orders	95% orders without errors	68.60	328
OR-6-02	% Accuracy - Opportunities	95% orders without errors	95.63	3316
OR-6-03	% Accuracy – LSRC	95% orders without errors	98.32	417
	Compley Consider Floring in the Culturality of			
	Complex Services - Electronically Submitted			
	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines	050/ithia 70 Ha	20.08	0507
OR-1-04 OR-1-05	% On Time LSRC < 10 Lines (Electronic) Average LSRC Time >= 10 Lines	95% within 72 Hours	97.94 NA	2527
OR-1-05 OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA NA	
		L		
OR-2-03	OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines	Г	17.26	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	97.94	1511
OR-2-05	Average LSR Reject Time >= 10 Lines	ļ	NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
	continued			

OR-3-01

**Performance Standards and Reports** Interim Guidelines February 2000 **Bell Atlantic - Massachusetts** 

### **CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES**

### POTS / Special Services - Aggregate OR-3 - Percent Rejects No Standard 28.71 OR-4 - Timeliness of Completion Notification

OR-4-01	Completion Notice – Average Response Time		0.00	
OR-4-02	Completion Notice – % On Time	95% by next bus. day at noon	100.00	
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
OR-4-04	Work Completion Notice – Average Response Time		0.00	
OR-4-05	Work Completion Notice – % On Time	95% by next bus. day at noon	100.00	
	OR-5 - Percent Flow-Through			

	OR-5 - Percent Flow-Through			
OR-5-01	% Flow Through - Total	No Standard Developed	36.51	12098
OR-5-02	% Flow Through - Simple	No Standard Developed	46.16	9571
OR-5-03	% Flow Through Achieved	95%	UD	

### 000 Special Services - Electronically Submitted **CLEC Aggregate CLEC Aggregate** Standard Metric # Performance OR-1 - Order Confirmation Timeliness OR-1 - Order Confirmation Timelines Average LSRC Time < 10 Lines Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 % On Time LSRC < 10 Lines % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 OR-1-03 OR-1-03 OR-1-03 UD OR-1-03 OR-1-04 95% within 48 Hours NA UD OR-1-04 OR-1-04 OR-1-04 95% within 48 Hours 95% within 48 Hours 95% within 48 Hours UD % On Time ASRC < 10 Lines DS3 Average LSRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3 % On Time LSRC >= 10 Lines % On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS1 OR-1-05 OR-1-05 OR-1-05 OR-1-05 OR-1-06 NA UD 95% within 72 Hours NA OR-1-06 OR-1-06 95% within 72 Hours 95% within 72 Hours UD UD OR-1-06 95% within 72 Hours

	OR-2 - Reject Timeliness	_		
OR-2-03	Average LSR Reject Time < 10 Lines		NA	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	NA	
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

### Special Services - FAX/MAIL Submitted

Legend Notations defined on Legend sheet - last page

OR-1-07	Average ASRC Time < 10 Lines DS0 (Days)	
OR-1-07	Average ASRC Time < 10 Lines DS1 (Days)	
OR-1-07	Average ASRC Time < 10 Lines DS3 (Days)	
OR-1-07	Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) (Days)	
OR-1-08	% On Time ASRC < 10 Lines DS0	95% within 72 Hou
OR-1-08	% On Time ASRC < 10 Lines DS1	95% within 72 Hou
OR-1-08	% On Time ASRC < 10 Lines DS3	95% within 72 Hou
OR-1-08	% On Time ASRC < 10 Lines (Non DS0, DS1 & DS3)	95% within 72 Hou
OR-1-09	Average ASRC Time >= 10 Lines DS0 (Days)	
OR-1-09	Average ASRC Time >= 10 Lines DS1 (Days)	
OR-1-09	Average ASRC Time >= 10 Lines DS3 (Days)	
OR-1-09	Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3) (Days)	
OR-1-10	% On Time ASRC >= 10 Lines DS0	95% within 96 Hou
OR-1-10	% On Time ASRC >= 10 Lines DS1	95% within 96 Hou
OR-1-10	% On Time ASRC >= 10 Lines DS3	95% within 96 Hou
OR-1-10	% On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3)	95% within 96 Hou

OIX-1-01	Average ASING Time < 10 Lines DST (Days)		3.37	
OR-1-07	Average ASRC Time < 10 Lines DS3 (Days)		8.96	
OR-1-07	Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3) (Days)		NA	
OR-1-08	% On Time ASRC < 10 Lines DS0	95% within 72 Hours	NA	
OR-1-08	% On Time ASRC < 10 Lines DS1	95% within 72 Hours	65.96	235
OR-1-08	% On Time ASRC < 10 Lines DS3	95% within 72 Hours	45.78	166
OR-1-08	% On Time ASRC < 10 Lines (Non DS0, DS1 & DS3)	95% within 72 Hours	NA	
OR-1-09	Average ASRC Time >= 10 Lines DS0 (Days)		NA	
OR-1-09	Average ASRC Time >= 10 Lines DS1 (Days)		NA	
OR-1-09	Average ASRC Time >= 10 Lines DS3 (Days)		NA	
OR-1-09	Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3) (Days)		NA	
OR-1-10	% On Time ASRC >= 10 Lines DS0	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines DS1	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines DS3	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3)	95% within 96 Hours	NA	
	·	<u> </u>	·	
	OR-2 - Reject Timeliness			
OR-2-07	Average LSR Reject Time < 10 Lines		1 86	

				•
	OR-2 - Reject Timeliness	<u></u>		
OR-2-07	Average LSR Reject Time < 10 Lines		1.86	
OR-2-08	% On Time LSR Reject < 10 Lines	95% within 72 Hours	80.95	21
OR-2-09	Average LSR Reject Time >= 10 Lines		NA	
OR-2-10	% On Time LSR Reject >= 10 Lines	95% within 96 Hours	NA	
	<u> </u>	_		•

12311

6961

5587

## CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

	POTS - Provisioning	1	Actual Performance		Number of (	Observations			
Metric #	FO13 - Flovisioning					BA All CLECs		Camalina Fasa	Z-Score
wetric #	DD 4. Average Interval Offered	Standard	BA	CLEC Aggregate	ВА	All CLECS	Deviation	Sampling Error	Z-Score
PR-1-01	PR-1 - Average Interval Offered Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		6.95		492			
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.48	NA NA	19122	432	2.67	T I	
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.48	0.87	19122	71	2.67	0.32	1.92
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	3.33	7.14	2965	7	2.41	0.91	-4.18
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	3.33	2.50	2965	8	2.41	0.85	0.97
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.44 7.44	9.50	216	2	6.64	4.72	-0.44
PR-1-04 PR-1-05	Av. Interval Offered - Dispatch (6-9 Lines) - Platform Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail Parity with BA Retail	7.44	NA 8.00	216 174	6	6.64 5.87	2.44	-0.09
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	7.78	NA	174	U	5.87	2.77	0.00
						l .			•
	PR-2 - Average Completed Interval								
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		7.32		417			
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.38	NA	18704		2.60	201	
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.38	0.87	18704	71	2.60	0.31	1.65
PR-2-03 PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) – Loop Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail Parity with BA Retail	3.61	6.33	2671	6	3.25 3.25	1.33	-2.05 0.96
PR-2-03 PR-2-04	Av. Completed Interval - Dispatch (1-5 Lines) - Platform Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	3.61 6.77	2.43 14.50	2671 181	2	5.51	1.23 3.92	-1.97
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Eloop  Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	6.77	NA	181		5.51	3.32	-1.37
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	7.38	14.50	137	2	6.05	4.31	-1.65
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	7.38	NA	137		6.05		
		•							•
	PR-3 - Completed within X Days - Platform & Other (Switch & INP)	1			105				
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	75.11	72.00	125639	50		6.12	-0.51
PR-3-02 PR-3-03	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail Parity with BA Retail	84.06	90.00	125639	50		5.18 4.37	1.15 2.45
PR-3-03 PR-3-04	% Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	89.29 26.78	100.00 28.57	125639 12369	50 7		16.74	0.11
PR-3-05	% Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	37.12	28.57	12369	7		18.27	-0.47
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	55.31	71.43	12369	7		18.80	0.86
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	94.03	100.00	138008	57		3.14	1.90
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	98.00	100.00	125639	50		1.98	1.01
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail	92.22	100.00	12369	7		10.13	0.77
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	98.18	100.00	138008	57		1.77	1.03
PR-4-02	PR-4 - Missed Appointments Average Delay Days – Total	Parity with BA Retail	2.65	3.63	2527	8	2.75	1.22	0.74
PR-4-02 PR-4-03	% Missed Appt. – Customer	None: Analysis Only	1.50	9.67	2527		3.75	1.33	-0.74
PR-4-04	% Missed Appt. – Customer % Missed Appt. – BA – Dispatch - Loop New	Parity with BA Retail	7.02	1.61	34742	62	1	3.25	1.67
PR-4-04	% Missed Appt. – BA – Dispatch - Platform	Parity with BA Retail	7.02	5.00	34742	20		5.71	0.35
PR-4-04	% Missed Appt BA - Dispatch - Hot Cut	Parity with BA Retail	7.02	6.59	34742	91		· · · · · · · · · · · · · · · · · · ·	
PR-4-05	% Missed Appt BA - No Dispatch - Hot Cut Loop	Parity with BA Retail	0.04	0.00	199519	319		0.11	0.36
PR-4-05	% Missed Appt. – BA – No Dispatch – Other	Parity with BA Retail	0.04	NA	199519				
PR-4-05	% Missed Appt. – BA – No Dispatch - Platform	Parity with BA Retail	0.04	0.00	199519	273		0.12	0.33
PR-9-01	% On Time Performance – Hot Cut	95% Completed Within Window		98.67		525			
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf. – Hot Cut Loop	None: Analysis Only		0.24		410			
PR-4-08 PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation – Other % Missed Appt. – Customer – Due to Late Order Confirmation- Platform	None: Analysis Only None: Analysis Only		0.00		293			
1 11-4-00	78 Wilssed Appt Gustomer - Due to Late Order Commitmation- Frationin	None. Analysis Only		0.00		293			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.52	0.49	234261	407		0.36	0.08
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.01	0.00	234261	407		0.05	0.20
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	234261	407			
	RR 6 Installation Quality								
PR-6-01	PR-6 - Installation Quality % Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	3.29	10.37	212481	1698		0.43	-16.28
PR-6-01 PR-6-01	% Installation Troubles reported within 30 Days - Loop % Installation Troubles reported within 30 Days - Other	Parity w/BA Retail for Found Troubles Parity w/BA Retail for Found Troubles	3.29	1.14	212481	612		0.43	2.97
PR-6-02	% Installation Troubles reported within 7 Days - Other % Installation Troubles reported within 7 Days - Hot Cut Loop	Parity W/BA Retail for Found Troubles < = 2%	3.23	0.86	212401	1166		0.72	2.31
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity w/BA Retail for Found Troubles	1.88	4.06	212481	1698		0.33	-6.61
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity w/BA Retail for Found Troubles	1.88	0.33	212481	612		0.55	2.82
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None: Analysis Only	2.71	10.01	212481	1698		0.40	-18.47
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	None: Analysis Only	2.71	0.65	212481	612		0.66	3.13
	BOTS & Compley Aggregate	1							
	POTS & Complex Aggregate	I							
	PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects – No Dispatch	Parity with BA Retail	3.72	0.62	43196	47	8.25	1.20	2.57
PR-1-10	Av. Interval Offered - Disconnects – No Dispatch  Av. Interval Offered - Disconnects – Dispatch	Parity with BA Retail	1.36	NA	28	71	2.44	20	2.07
		,						- L	
	PR-2 - Average Completed Interval	_							
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Parity with BA Retail	3.62	0.62	43096	47	7.78	1.14	2.64
PR-2-11	Av. Completed Interval - Disconnects – Dispatch	Parity with BA Retail	1.36	NA	28		2.44		
	continued								

Performance Standards and Reports Interim Guidelines February 2000 Bell Atlantic - Massachusetts

\*Legend Notations defined on Legend sheet - last page

## CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES continued

	Complex Services	1	Actual Performance		Number of 0	Observations			
Metric #	The state of the s	I Standard	ВА	CLEC Aggregate	ВА	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered	Standard					Deviation		
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	5.04	4.26	1191	50	3.20	0.46	1.69
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	7.53	7.22	584	1139	4.24	0.22	1.44
	PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	5.05	5.57	1122	47	3.22	0.48	-1.08
PR-2-02	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	7.58	7.91	512	1011	4.88	0.26	-1.25
		. ,							
	PR-4 - Missed Appointments	•							
PR-4-02	Average Delay Days – Total	Parity with BA Retail	5.63	9.02	76	85	8.22	1.30	-2.61
PR-4-03 PR-4-04	% Missed Appointment – Customer % Missed Appointment – BA – Dispatch	None: Analysis Only Parity with BA Retail	7.74 5.59	10.03 5.52	1144	1523	1	0.90	0.08
PR-4-05	% Missed Appointment – BA – Dispatch  % Missed Appointment – BA – No Dispatch	Parity with BA Retail	0.83	1.22	1441	82		1.03	-0.38
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only	0.00	0.37	1441	1605		1.00	0.00
	<u> </u>								
	PR-6 - Installation Quality					1510			
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	3.29	6.20	212481	1548		0.45	-6.40
	Special Services - Provisioning	1							
	-	ı							
	PR-1 - Average Interval Offered	•							
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	4.72	NA.	2723		4.58		
PR-1-02 PR-1-06	Av. Interval Offered – Total Dispatch	Parity with BA Retail	8.38	10.15 NA	1250	26	4.42	0.88	-2.02
PR-1-06 PR-1-07	Av. Interval Offered – DS0 Av. Interval Offered – DS1	Parity with BA Retail Parity with BA Retail	10.14	10.15	329 1686	26	5.85 4.29	0.85	-3.73
PR-1-08	Av. Interval Offered – DS3	Parity with BA Retail	9.00	NA	2	20	4.23	0.00	-5.75
PR-1-09	Av. Interval Offered – Total - EEL – Backbone	EEL Legend	0.00	UD				+	
PR-1-09	Av. Interval Offered - Total - EEL - Loop	EEL Legend		UD					
PR-1-09	Av. Interval Offered – Total - IOF	IOF Legend		15.77		71			
PR-1-10	Av. Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.47	NA	739		3.53		
PR-1-11	Av. Interval Offered – Disconnects – Dispatch	Parity with BA Retail	6.00	NA	10		2.16		
	PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	4.57	NA	2522		3.99		
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with BA Retail	8.65	NA	829		5.37		
PR-2-06	Av. Interval Completed – DS0	Parity with BA Retail	10.51	NA	276		12.02		
PR-2-07	Av. Interval Completed – DS1	Parity with BA Retail	6.90	11.23	1487	13	6.59	1.84	-2.36
PR-2-08	Av. Interval Completed – DS3	Parity with BA Retail	9.00	NA	2				
PR-2-09 PR-2-09	Av. Interval Completed – Total - EEL - Backbone	EEL Legend		UD UD					
PR-2-09 PR-2-09	Av. Interval Completed – Total - EEL – Loop Av. Interval Completed – Total - IOF	EEL Legend IOF Legend		24.47		17	-		
PR-2-10	Av. Interval Completed - Total - 101  Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.43	NA NA	730		3,43	T	
PR-2-11	Av. Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.90	NA	10		2.23		
		•							•
	PR-4 - Missed Appointments	1			1000			0.45	
PR-4-01 PR-4-01	% Missed Appointment – BA – Total % Missed Appointment – BA – Total - EEL	Parity with BA Retail Parity with BA Retail	1.33	0.00 UD	4286 4286	28		2.17	0.61
PR-4-01 PR-4-01	% Missed Appointment – BA – Total - EEL % Missed Appointment – BA – Total- IOF	Parity with BA Retail	1.33 1.33	5.49	4286	91	-	1,21	-3.43
PR-4-01	Average Delay Days – Total	Parity with BA Retail	8.54	NA	57	91	16.67	1.21	-5.45
PR-4-02	Average Delay Days – Total - EEL	Parity with BA Retail	8.54	UD	57		16.67		
PR-4-02	Average Delay Days - Total - IOF	Parity with BA Retail	8.54	37.20	57	5	16.67	7.78	-3.69
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	6.91	50.00					
PR-4-03	% Missed Appointment – Customer - EEL	None: Analysis Only	6.91	UD					
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		28			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.09	0.00	4286	28		0.57	0.16
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	4286	28		2.07	
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	4286	28			
	RR C. Installation Quality								
PR-6-01	PR-6 - Installation Quality % Installation Troubles reported within 30 Days	Parity w/BA RT for Found Troubles	0.71	0.00	13287	28		1.59	0.45
PR-6-01 PR-6-03	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.71	0.00	13287	28		0.16	0.45
111000	75 mot. Housies reported W/ III 55 Days - I OIV TOIVOI L	NOTE. Analysis Only	0.01	0.00	10201			0.10	0.03
	PR-7 - Jeopardy Reports								
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD					
	· · · · · · · · · · · · · · · · · · ·								

## CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

	POTS - Maintenance	Actual Performance		Number of C	Observations				
Metric #		Standard	ВА	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate		ř						
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	0.99	1.76	4276804	28010		0.06	-12.83
MR-2-02 MR-2-03	Network Trouble Report Rate – Loop - Platform Network Trouble Report Rate – Central Office	Parity with BA Retail Parity with BA Retail	0.99 0.10	UD 0.22	4276804 4276804	28010		0.10	-6.73
MR-2-04	% Subsequent Reports	I/C/W MRAs	21.70	10.21	127 000 1	200.0	J	0.02	0.13
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.84	2.01	4276804	28010		0.05	-21.37
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	12.00	28.05	42491	492		1.47	-10.89
MR-3-01	% Missed Repair Appointment – Loop - Platform	Parity with BA Retail	12.00	UD	42491				
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	8.36	12.90	4117	62		3.54	-1.28
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Loop	None: Analysis Only	5.82	22.96	35856	540		1.02	-16.89
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	5.82	UD	35856	9		7.81	
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	19.52	41.27	46608	554	18.30	0.78	-27.81
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	20.28	45.07	42491	492	18.30	0.83	-29.87
MR-4-02 MR-4-03	Mean Time To Repair – Loop Trouble - Platform Mean Time To Repair – Central Office Trouble	Parity with BA Retail Parity with BA Retail	20.28 11.52	UD 11.15	42491 4117	10 62	18.30 16.32	5.79 2.09	0.18
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	71.39	49.64	46608	554	10.32	1.93	-11.26
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	83.58	86.77	36508	310		2.11	-1.51
MR-4-07	% Out of Service > 4 Hours	Parity with BA Retail	62.08	77.10	36508	310		2.77	-5.43
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	28.70	46.45	36508	310		2.58	-6.88
		, , , , , , , , , , , , , , , , , , , ,							
MR-5-01	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with BA Retail	18.88	16.61	46608	554		1.67	1.36
WIK-5-01	76 Nepeat Nepolts within 30 Days	ranty with DA Retail	10.00	10.01	40000	334		1.07	1.30
	POTS Complex - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD					
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	UD	UD					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	UD	UD					
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	UD	30.54		239			
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	UD	16.67		30			
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	UD	52.50		269			
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	UD	57.27		239			
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	14.42		30			
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	UD	54.55		121			
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	UD	17.10		269			
	Special Services - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.27	0.00	449749	1965		0.12	2.30
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.14	0.00	449749	1965		0.08	1.65
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	6.87	NA	1215		7.33		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.30	NA	1215				
MR-4-06	% Out of Service > 4 Hours % Out of Service > 24 Hours	Parity with BA Retail	57.49	NA NA	1181				
MR-4-08	/6 Out of Service > 24 Hours	Parity with BA Retail	3.81	NA NA	1181				
	MR-5 - Repeat Trouble Reports	<b>.</b>							-
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	17.61	NA	1215				
	Legend Notations defined on Legend sheet - last page								

## CLEC Aggregate Performance TRUNKS

	ORDERING	Aggregate Interconnection							
Metric #	-	Standard		Actual Performance		Number of Observations			
	OR 1 - Order Confirmation Timeliness	•					•		
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)			3.71					
OR-1-11 OR-1-12	Av. FOC Time (> 192 and Unforecasted Trunks) % On Time FOC (<= 192 Forecasted Trunks)	050/ 1' 10 D' D		39.00 100.00		7			
OR-1-12	% On Time FOC (<= 192 Folecasted Trunks)  % On Time FOC (> 192 and Unforecasted Trunks)	95% on time: 10 Business Days Negotiated Process		100.00		18			
OR-1-13	% On Time Design Layout Record (DLR)	95% on time: 10 Business Davs		100.00		25			
							1		
	OR-2 - Reject Timeliness	•							
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks) % On Time Trunk ASR Reject (<= 192 Forecasted Trunks)			3.14		7			
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		100.00					
	PROVISIONING	1	Actual Po	erformance	Number of	Observations			
		•	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered			55 5					
PR-1-09	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	20.82	14.50	11	4	5.19	3.03	2.09
PR-1-09	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	31.36	51.00	11	15	16.45	6.53	-3.01
	DD 4 11 10 111								
PR-2-09	PR-2 - Average Interval Completed Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	20.50	NA	6	1	10.11		1
F IX-2-03	Av. Interval Completed - Total (<= 1921 ofecasted Trunks)	Failty Will IAC/TOD	20.50	INA.			10.11		
	PR-4 - Missed Appointment	_							
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with IXC / FGD	0.00	0.00	3462	11013			
PR-4-02	Average Delay Days - Total	Parity with IXC / FGD	NA	NA					
PR-4-03 PR-4-07	% Missed Appointment – Customer % On Time Performance – LNP Only	None: Analysis Only 95% on Time	41.16	<b>38.94</b> 99.29		3225	ī		
PR-4-07	% On Time Performance – LNP Only	95% on Time		99.29		3225			
	PR-5 - Facility Missed Orders								
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with IXC / FGD	0.00	0.00	3462	1172			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	3462	1172			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	3462	1172			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.00	0.00	3462	11013			
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	0.00	0.00	3462	11013			
	MAINTENANCE	1							
	MAINTENANCE								
	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.01	191501	202650		0.00	-3.26
	MD 4 T 11 D 11 1 1 1								
MR-4-01	MR-4 - Trouble Duration Intervals  Mean Time To Repair – Total	Parity with IXC / FGD	2.32	1.95	5	16			1
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	5	16			
MR-4-05	% Out of Service > 2 Hours	Parity with IXC / FGD	40.00	37.50	5	16		25.10	0.10
MR-4-06	% Out of Service > 4 Hours	Parity with IXC / FGD	0.00	6.25	5	16			
MR-4-07 MR-4-08	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with IXC / FGD Parity with IXC / FGD	0.00	0.00	5 5	16 16	-		
WIX-4-00	76 Out of Service > 24 Flours	ranty with IAC/1 GD	0.00	0.00	<u> </u>	10			
	MR-5 - Repeat Trouble Report Rates	_							
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	6.25	5	16			
	NETWORK PERFORMANCE	1							
	HETWORKT ERI ORMANOL								
	NP-1 - Percent Final Trunk Group Blockage	_							
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	1.93	1.44	363	209		1.19	0.41
NP-1-02 NP-1-03	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines See Guidelines	1.93	5.26 2.00	363	209		1.19	-2.79
NP-1-03 NP-1-04	Number FTG Exceeding Blocking Std. – 2 Months Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines See Guidelines		NONE		209			
• •		222 2210011100							
	NP-2 - Collocation Performance	1					•		
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days1		100.00		186	]		
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days <sup>1</sup>		100.00		1			
NP-2-03 NP-2-04	Average Interval – Physical Collocation	76 Days		71.69 NA					
NP-2-04 NP-2-05	Average Interval – Virtual Collocation % On Time – Physical Collocation	105 Days 95% on time		NA 100.00		48	1		
NP-2-06	% On Time – Physical Collocation	95% on time		NA		70	1		
NP-2-07	Average Delay Days - Physical Collocation	See Guidelines		NA					
NP-2-08	Average Delay Days – Virtual Collocation	See Guidelines		NA		<u> </u>	l		
	Legend Notations defined on Legend sheet - last page	1							
	Logona Hotaliona defined on Logona ander has page	1							

<sup>&</sup>lt;sup>1</sup> per DTE order issued 7/31/99, Docket 95-58

### **LEGEND**

\* = NY/NE Combined Measurement

\*\* = NE Measurement

& = Resale/UNE Combined Measurement

UD = Performance metric is under development

NA = No Activity

TBD = Performance standard is to be determined

I/C/W MRAs = Parity to be assessed in conjunction with missed appointments

1-9=5, 10+=Negotiated = 1-9 Loops, 5 days

10+ Loops, Negotiated

95% Completed Within

Window = Standard for Cut-Over Window

1 to 9 lines: 1 hour 10 to 49 lines: 2 hours 50 to 99 lines: 3 hours 100 to 199 lines: 4 hours 200 plus lines: 8 hours

EEL = 1-9 Loops, 15 days

10+, Negotiated No Facilities, ECCD+15 Days

No Facilities, ECCD+15 Days
Disconnects, 2 Days
IOF = Facilities Check, 72 Hours
Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity > 8), Negotiated
Facilities not available, Negotiated
Jeopardy = 100% at least 24 hours before due date with facilities

100% at least 48 hours before due date without facilities